

Fig. 1

32

ENTERPRISE APPLICATION RESOURCES ~40

OFFICE ENABLEMENT APPLICATION RESOURCES ~46

AN ELECTRONIC-MAIL APPLICATION RESOURCE
A SCHEDULING APPLICATION RESOURCE

STANDARD OR HORIZONTAL BUSINESS APPLICATION RESOURCES 48

A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE
AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE
A FIELD SUPPORT APPLICATION RESOURCE
A LOGISTICS APPLICATION RESOURCE
A PURCHASING APPLICATION RESOURCE
A SALES FORCE AUTOMATION APPLICATION RESOURCE
AN INVENTORY CONTROL APPLICATION RESOURCE
A POINT-OF-SALE APPLICATION RESOURCE

CUSTOM OR VERTICAL BUSINESS APPLICATION RESOURCES 50

A TRANSPORTATION APPLICATION RESOURCE
A LENDING OR FINANCING APPLICATION RESOURCE
A BANKING APPLICATION RESOURCE
A FINANCIAL MANAGEMENT APPLICATION RESOURCE
A DISTRIBUTION OR RETAIL TRADE APPLICATION RESOURCE
A RECORD MANAGEMENT APPLICATION RESOURCE (E.G., HEALTH INSURANCE APPLICATION RESOURCE)
A USER-DEFINABLE CUSTOM BUSINESS APPLICATION RESOURCE

ENTERPRISE LEGACY SYSTEM RESOURCES 42

A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE
A BILLING APPLICATION RESOURCE
AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE
A CUSTOMER INSIGHT OR MARKETING APPLICATION RESOURCE

SUPPORTING SERVICE SYSTEM RESOURCES 44

A CUSTOMER CARE APPLICATION RESOURCE
A HOSTING APPLICATION RESOURCE
A PROCUREMENT APPLICATION RESOURCE
A DEVICE MANAGEMENT AND PROVISIONING APPLICATION RESOURCE

Fig. 2

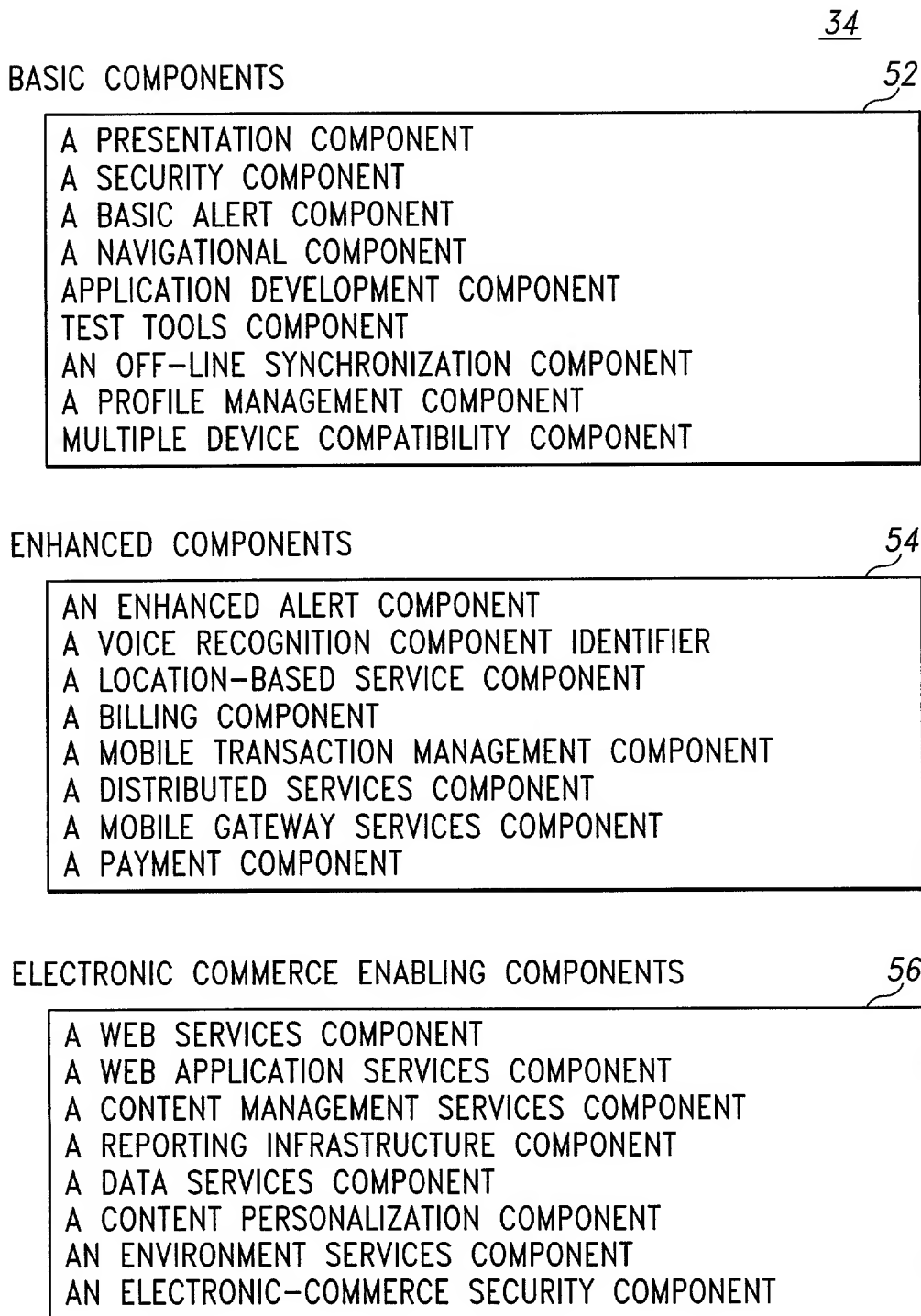


Fig. 3

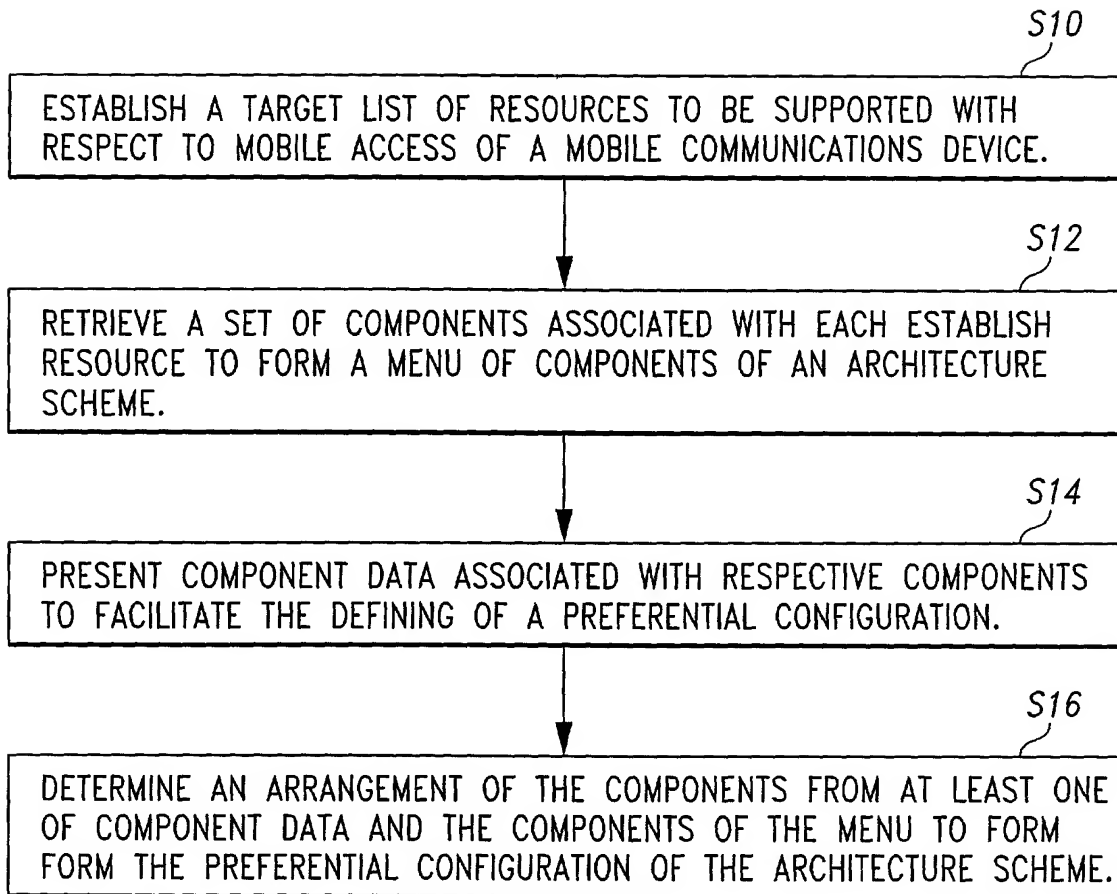


Fig. 4